

# Information law services for housing clients

The Capsticks information law team works with housing providers to ensure the safe and effective use of sensitive information about tenants and staff, helping you build and maintain trust in your organisation. We pride ourselves on a user-friendly, accessible, practical and solutions-focused service for housing providers.

## We can help you with:

### Responses to subject access requests

We provide flexible services to meet your needs – from general advice on response arrangements, to a review of complex information for specific requests, to fully outsourced services. We can also help you respond to erasure or rectification requests and objections to processing.

### Data Protection Officer support services

Advice and support for your data protection officer or lead, including interim and seconded services.

### Preparation and review of policies and procedures

The ICO regularly highlights the need for organisations to have appropriate policies in place for information – we can assist you in drafting these.

### Information sharing and data processing agreements

There are particular legal obligations to have appropriate arrangements in place for data sharing. We can advise on the documentation you need to comply with the law.

### Disclosure requests

We help organisations get the right information to the right people, safely. We can advise on response requests from family members, the police and other agencies.

### Incident response and management

We can help you with the recovery of information, managing claims, liaising with the Information Commissioner and notifications to affected individuals. We help organisations understand incident trends and prevent reoccurrences.

### Projects work

From smart homes to body worn video, novel uses of information are becoming more common in the sector. We can help you prepare Data Protection Impact Assessments and follow best practice to get your project over the line.

### Freedom of Information law

For organisations subject to FOIA and the EIRs, we have an excellent track record in achieving favourable ICO Decision Notices and appeals to the Tribunal.

### Training

We provide hands-on, practical training for staff and boards which avoids legal jargon. Working with partners we can even prepare bespoke video training for your organisation.

### A 24/7 hotline service

Whether you need a quick sounding-board on a specific question or help managing a situation out-of-hours, our 24/7 advisory service includes data protection issues.

## Contact



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